

Social Security Administration Office of the Inspector General

FISCAL YEAR 2000 STRATEGIC PLAN



MISSION AND VISION STATEMENT

Mission

We improve the Social Security Administration's programs and operations and protect them against fraud, waste, and abuse by conducting independent and objective audits, evaluations, and investigations. We provide timely, useful, and reliable information and advice to Administration officials, Congress, and the public.

Vision

By conducting independent and objective audits, evaluations, and investigations, we are agents of positive change striving for continuous improvement in the Social Security Administration's programs, operations, and management and in our own office.

FOREWORD

The OIG will continue to assist the Agency in meeting its challenges by providing accurate and unbiased assessments of SSA programs and operations. In addition, OIG efforts to prevent and detect fraud, waste, and abuse will help ensure that trust fund and all Government monies are expended only on behalf of individuals who are entitled.

The OIG will not be immune to the changing demographics and expectations of America's work force. We must ensure that our work force is as diverse as the clients that we serve. We must offer employment opportunities that are competitive with the private sector as well as other Federal entities. We must also ensure that our employees receive extensive training as new technologies emerge so they can use these state-of-the-art products in conducting their audits and investigations.

We have included the goals and objectives of our internal quality review team. We feel that as "guardians of the public trust" we must assure that our own offices are operating at the optimum level of performance. Our Strategic Plan contains this ideology.

OFFICE OF INVESTIGATIONS

Strategic Goal:

Protect the integrity of SSA's programs and operations by identifying those who commit fraud or attempt to commit fraud against the Agency.

Strategic Objective:

Develop comprehensive and timely responses to fraud, waste, and abuse concerns while employing the most cost-effective and operationally efficient techniques.

Performance Indicators and Standards:

Indicator: Number of allegations addressed by investigations.

FY 2000 Standard: 7,200 allegations will be opened as investigations.

Indicator: Number of criminal convictions, including illegal alien and fugitive apprehensions, resulting from investigations.

FY 2000 Standard: 1,800 convictions.

Indicator: Percentage of cases completed in a timely manner.

FY 2000 Standard: Eighty percent of the cases opened are closed within 18 months.

Indicator: Amount of dollars reported from assessments, penalties, and savings related to investigative activities.

FY 2000 Standard: Investigative activities resulting in \$64 million, of which \$55 million is from SSI investigations and \$9 million from OASDI investigations.

Indicator: The number of cases closed versus the number reviewed for referral to OCIG for CMP assessment.

FY 2000 Standard: One hundred percent of closed investigations are reviewed for referral to OCIG for Civil Monetary Penalty assessment in accordance with section 21-25 of the Special Agent Handbook.

Indicator: The number of cases determined by OI to meet the criteria specified in section 21-25 of the Special Agent Handbook referred to OCIG for CMP action.

FY 2000 Standard: One hundred percent of cases determined by OI to meet the criteria specified in section 21-25 of the Special Agent Handbook referred to OCIG for CMP action.

OFFICE OF THE COUNSEL TO THE INSPECTOR GENERAL

Strategic Goal:

Accelerate the review and disposition of entities violating sections 1140 and 1129 of the Social Security Act.

Strategic Objective:

Coordinate with the Office of Investigations to develop a process to identify and prosecute entities violating the Act.

Performance Indicators and Standards:

Indicator: The number of CMP cases initiated versus the number of CMP cases referred.

FY 2000 Standard: Eighty percent of cases referred by OI are accepted and processed as CMP cases.

OFFICE OF AUDIT

Strategic Goal:

Promote management reforms that lead to increased economy and efficiency in SSA operations and protect the integrity of those operations.

Strategic Objective:

Develop an audit plan to deter fraud, waste, and abuse by ensuring broad coverage of SSA's programs and operations. The plan identifies opportunities for increased economies, efficiencies and internal controls and assists management by identifying, recommending, and developing appropriate management reforms.

Performance Indicators and Standards:

<i>Indicator:</i>	Recommendations focused on management improvements for the Agency's strategic issues.
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<i>FY 2000 Standard:</i>	Agency agrees with 90 percent of our recommendations.
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<i>Indicator:</i>	Recommendations for cost savings and funds to be put to better use.
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<i>FY 2000 Standard:</i>	Agency agrees with recommendations containing \$200 million in cost savings and funds to be put to better use.
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<i>Indicator:</i>	Recommendations to strengthen management controls designed to prevent fraud and abuse.
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<i>FY 2000 Standard:</i>	Agency agrees to implement 90 percent of OIG recommendations to strengthen management controls designed to prevent fraud and abuse.
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Indicator: Prepare timely responses to external ad hoc requests (Congress, senior management, and the OIG Hot Line).

FY 2000 Standard: Address ad hoc requests within 30 days.

Indicator: Fully implementing the FY 2000 Audit Plan.

FY 2000 Standard: Issue 65 audit, evaluation, and management advisory reports.

OFFICE OF EXECUTIVE OPERATIONS

QUALITY ASSURANCE

Strategic Goal:

Assure that Office of the Inspector General activities are conducted in accordance with the Inspector General Act and quality standards set forth by the President's Council on Efficiency and Integrity, the Rules of Conduct for Federal Investigations, and the General Accounting Office's Yellow Book.

Strategic Objective:

Develop and implement quality assurance reviews that will improve OIG investigations and audits. Ensure that administrative procedures are properly implemented and that open channels of communication exist in all OIG components and office locales.

Performance Indicators and Standards:

Indicator: Recommendations focused on the quality (which includes timeliness) of investigations and audits.

FY 2000 Standard: The OIG entity subject to review, implements ninety percent of the recommendations issued.

Indicator: Promptly issue reports that provide the results and recommendations of our reviews.

FY 2000 Standard: Turnaround time for quality assurance reports is within 60 days of the closing date of the quality assurance review.

Indicator: Recommendations are based on the work of all office staff.

FY 2000 Standard: Work products are representative of at least seventy-five percent of the staff evaluated during each quality assurance review.

OFFICE OF EXECUTIVE OPERATIONS OFFICE OF PROFESSIONAL RESPONSIBILITY

Further to our commitment to ensure quality work and open channels of communication, the Office of Professional Responsibilities will act on complaints about OIG employees' conduct.

Performance Indicators and Standards:

Indicator: Number of case referrals to OPR.

FY 2000 Standard: Resolve 100 percent of the cases referred.